

Illinois State University

## ISU ReD: Research and eData

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Serving Students: The Legacy of Milner's Library

Milner Library Exhibits

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### Slide deck 05: Helping Hand (3 panels)

Angela L. Bonnell

*Illinois State University*, [abonne@ilstu.edu](mailto:abonne@ilstu.edu)

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# A HELPING HAND

Milner developed a library collection of varied formats to meet a variety of needs. She provided classroom instruction and reference assistance to help students make use of the collections but felt "...the pupils are best off when they learn how to help themselves." Under Milner's helpful direction students used the collections and her services hand in hand to conduct their research.





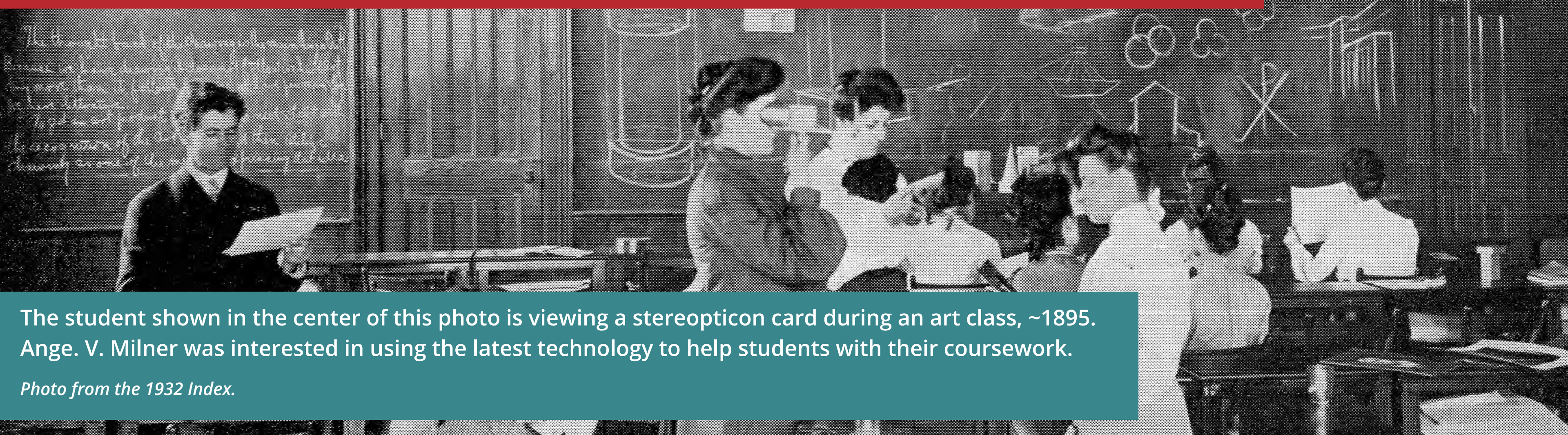
## MORE THAN A FRIENDLY FACE

Milner didn't smile for the camera. She did smile for students, though, and they loved it. Her "pleasant" and "gracious smile" was one of the reasons she was the students' beloved "Aunt Ange." Other reasons students held her in high esteem included her expert assistance and the fact she placed students' research needs over her other many responsibilities (like cataloging, collections, instruction, conservation and facilities work).

We follow Milner's lead in supporting a student-centered service philosophy. Despite being a large library, we strive to help students feel at ease. We try to meet students where they are by inviting them to follow and like us in social media. Every student is assigned a personal librarian who can provide individualized research guidance, in-person or virtually. We maintain visible service points near the entrance to intentionally offer a friendly face and extend a helping hand.



# THE CHANGING NATURE OF RESEARCH



The student shown in the center of this photo is viewing a stereopticon card during an art class, ~1895. Ange V. Milner was interested in using the latest technology to help students with their coursework.

*Photo from the 1932 Index.*

Milner witnessed rapid changes in the library profession during her career. She was ahead of her time and—to better accommodate student needs—moved quickly from her handwritten inventories and bibliographies to a card catalog and modern article indexes like the Readers Guide to Periodical Literature. She extended library access to include weekend and evenings hours to adjust to student schedules. The library continues to adapt to keep pace with technological advances. The library's first webpage was created in 1996 to extend access to sources 24 hours a day. Through our website students can connect to our online consortial and worldwide catalogs and databases that offer full text ebooks and journals, as well as streaming audio and video. Many of our unique print items that date to Milner's era have been digitized for viewing offsite. Milner Library was the first campus building to offer wireless access in 2004 allowing students to use laptops, tablets, and other personal devices to conduct their research in spaces conducive and comfortable for their individual study needs.

